

# AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. PAGE 1 OF 16 PAGES

2. AMENDMENT/MODIFICATION NO.:  <div style="text-align: center;">002</div>	3. EFFECTIVE DATE  Sept. 22, 2006	4. PURCHASE REQUISITION NO.:  N/A	5A. SOLICITATION/CONTRACT/PROJECT TITLE  U. S. CAPITOL VISITORS CENTER ADVANCE RESERVATION & PASS SYSTEM
			5B. PROJECT NO (If applicable)
6. ISSUED BY  <b>ARCHITECT OF THE CAPITOL</b> United States Capitol Washington, D.C. 20515		7. ADDRESS AMENDMENT/MODIFICATION TO Architect of the Capitol Procurement Division Ford House Office Building, Room H2-263 Attn: Caryn Rotheim Second and "D" Streets, S.W. Washington, DC 20515	
8. NAME AND ADDRESS OF CONTRACTOR (No., Street, County, State and Zip Code)		(✓)	9A. AMENDMENT OF SOLICITATION NO. RFP 060140
			9B. DATED (See Item 11) August 22, 2006
			10A. MODIFICATION OF CONTRACT/ORDER NO.
			10B. DATED (See Item 13)

## 11. THIS ITEM APPLIES ONLY TO AMENDMENTS OF SOLICITATIONS

The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of offers \_\_\_\_\_ is **✖** is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods:

(a) By completing Items 8 and 15, and returning 3 copies of the amendment;

(b) By acknowledging receipt of this amendment in Block 12 of the AOC 33 or Block 19 of the AOC 1442 of the original solicitation package, giving amendment number and its date; or

(c) By separate letter which includes a reference to the solicitation and amendment numbers.

**FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER.** If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter, provided each letter makes reference to the solicitation and this amendment, and is received prior to the opening/receipt hour and date specified.

12. ACCOUNTING AND APPROPRIATION DATA (If required)

## 13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS AND MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14.

Check One	
	A. THIS CHANGE ORDER IS ISSUED PURSUANT TO: (Specify authority) THE CHANGES SET FORTH IN ITEM 14 ARE MADE IN THE CONTRACT/ORDER NO. IN ITEM 10A.
	B. THE ABOVE NUMBERED CONTRACT/ORDER IS MODIFIED TO REFLECT THE ADMINISTRATIVE CHANGES (such as changes in paying office, appropriation date, etc.) SET FORTH IN ITEM 14, PURSUANT TO THE AUTHORITY OF FAR 43.103(b)(1)
	C. THIS SUPPLEMENTAL AGREEMENT IS ENTERED INTO PURSUANT TO AUTHORITY OF:
	D. OTHER (Specify type of modification and authority)

E. IMPORTANT: Contractor \_\_\_\_\_ is not, \_\_\_\_\_ is required to sign this document and return it to the issuing office.

## 14. DESCRIPTION OF AMENDMENT/MODIFICATION

SEE CONTINUATION PAGE

Except as provided herein, all terms and conditions of the document referenced in Item 9A or 10A, as heretofore changed, remains unchanged and in full force and effect.

15A. NAME AND TITLE OF SIGNER (Type or print)		16A. NAME OF CONTRACTING OFFICER (Type or print)	
15B. OFFEROR/CONTRACTOR  _____ (Signature of person authorized to sign)	15C. DATE SIGNED	16B. UNITED STATES OF AMERICA  By _____ (Signature of Contracting Officer)	16C. DATE SIGNED

CONTINUATION PAGE TO AOC 30

Page 2

AMENDMENT NO.: 002      Solicitation No.: RFP 060140

- 1) Establish the date, time and location of a Site Visit. A map of the location is attached.
- 2) Provide the Questions and Answers submitted by offerors. Changes to the solicitation are being made as a result of some of the questions and answers; these changes will be provided in Amendment No. 003.

This Amendment No. 002 is issued to the above referenced Solicitation Number to replace pages with those that have corrections and/or changes made to them, as identified by the black lines in the left margin. Please replace the pages currently in the solicitation package with the following pages.

Remove Page(s)

Page 61

N/A

N/A

Insert Page(s)

Pages 61 thru 62

Location Map of CVC Trailer (1 page)

Questions and Answers (11 pages)

Distribution:

Contract File

Contracting Officer's Technical Representative

Jurisdiction POC

Accounting

companies/agencies for whom the offeror recently (completed within the last five years or ongoing) performed contracts, similar in scope and magnitude to the work required under this solicitation. The questionnaire(s) must be faxed by the companies/agencies to the attention of Caryn Rotheim at (866) 221-2139 by the date established for receipt of offers in order to be considered in the evaluation process. A neutral rating will be applied for those projects/contracts for which a questionnaire is not received.

- a. The Government may use other references/information to verify past performance.
- b. The offeror may provide awards, letters or other documentation as it relates to their Past Performance.
- c. The proposal shall identify past projects executed by the proposed project team (or selected team members) and include references or letters that describe the team's performance.

## **INSTRUCTIONS FOR PREPARING THE PRICE PROPOSAL – SOURCE SELECTION PROCEDURES**

(a) A firm fixed-price shall be entered by each offeror on the Schedule page for each line item which shall represent the cost for performing the work required by this Request for Proposal. The Architect reserves the right to request from each offeror information regarding the breakdown of all costs that are included in the lump sum price (Line Item No. 1), to include copies of all work sheets used in forming the proposed pricing. Erasures or other changes on any or all submissions shall be initialed by the signer of the proposal or by duly authorized agent.

(b) In addition, the Representations and Certifications, with applicable information included in the spaces provided shall be included as a part of the Price Proposal.

(c) The Price Proposal will be submitted with the required documents in the following order:

- (1) The “SOLICITATION, OFFER, AND AWARD” FORM (original signature required in Block 15);
- (2) Section B - The “SCHEDULE” pages (including the payment schedule identified in B.3); and
- (3) Section K - The “REPRESENTATIONS AND CERTIFICATIONS”.

(d) The offeror shall identify in the proposal any Government Furnished Property (i.e. Information Technology equipment) that will be required during the contract period or if access is required to the AOC network during this period.

### **AOC52.237-1 SITE VISIT (MAY 2005)**

(a) Offerors are urged and expected to inspect the site where services are to be performed and to satisfy themselves regarding all general and local conditions that may affect the cost of contract performance, to the extent that the information is reasonably obtainable. In no event shall failure to inspect the site constitute grounds for a claim after contract award.

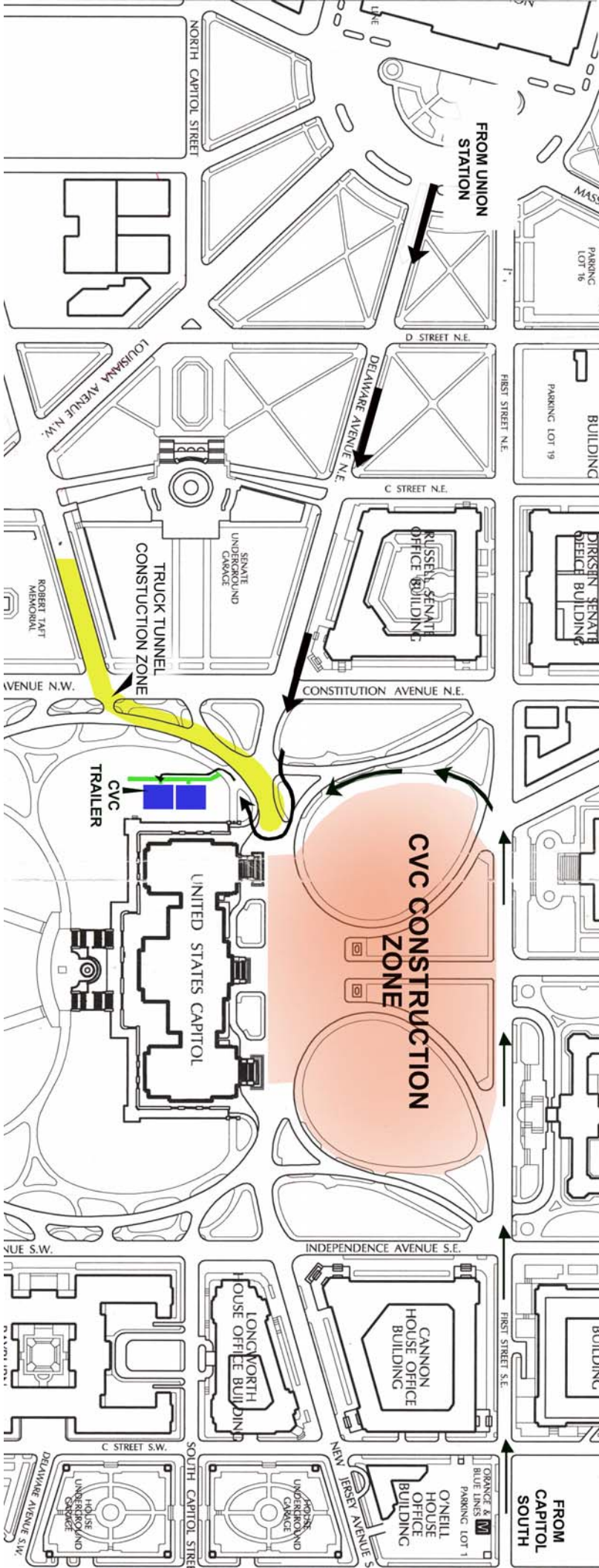
**(b) An organized site visit will be conducted on Friday, September 29, 2006 at 10:00AM ET. All attendees should meet in the Conference Room in the Gilbane trailer at the CVC project area. (The Gilbane trailer is the first trailer on the left when you enter the CVC project area. See the map provided with Amendment No. 002.) There is no parking available at the CVC project area. Some on-street parking is available in the nearby area, but it is in high demand during the day. The use of public transportation is encouraged. Attendance at the site visit is not mandatory, but highly recommended. No other site visit will be conducted.**

**(c) Requirements for Attendance:**

- (1) A limit of two (2) representatives per company is allowed to attend.**
- (2) Attendees may bring cameras.**
- (3) All attendees must submit their Full Name, Company Name, Address, Telephone, Email and Country of Citizenship to the AOC Procurement Division no later than 72 hours prior to the site visit. Send information via e-mail to crotheim@aoc.gov or to Fax No. (202) 207-0402.**
- (4) Each participant must present company identification along with photo identification for verification of credentials to gain entry to the site visit. Only attendees whose information has been submitted for the list will be allowed entrance to the site visit.**
- (5) Companies not associated with this solicitation or industry will not be permitted.**

**(End of provision)**

END OF SECTION L



# QUESTIONS & ANSWERS

## Section 1 – Technical Questions:

1. Question: Section 4.5 states: “Any equipment required to host, maintain, and update the web site would be owned by the Contractor. The CVC would own any equipment that must be purchased to support the on-site system and operation. An equipment list must be developed but could include: additional computers and reservation center equipment, bar code or magnetic stripe scanners, pass printers/encoders, automated pass kiosks, and people counters.” Please clarify whether the kiosks and the ticket printing functionalities are part of the RFP deliverables. Will these be provided by the Government for integration with the Advance Reservation and Pass system? An equipment list indicating what the contractor is expected to provide vs. the Government would be helpful.

Answer: **Proposed system should provide functionality for all the above mentioned hardware. If not, please specify exceptions. Any equipment that the proposed solution requires on U.S. Government property will be purchased by the Government.**
2. Question: 99.995% availability represents approximately 10 minutes annual downtime. 99.99% availability is industry standard and represents approximately 52 minutes annual downtime. In light of the fact that the RFP disaster recovery requirement allows for 1 hour response time, does the Government realize that 99.995% availability will exponentially increase the cost of the hosted infrastructure? Please clarify.

Answer: **The industry standard availability of 99.99% is acceptable. Make a pen-and-ink change to the first bullet item of paragraph 4.4 to reflect this.**
3. Question: The Government requires interoperability between the kiosk and its software and COTS application and its software. Will the Government specify the selected kiosk vendor so that bidders can confirm software interface capability?

Answer: **The Government is not seeking to dictate a solution to the offeror. The proposal should identify hardware and software required for all user locations. The proposal should list all known interface capabilities.**
4. Question: Do the required performance intervals apply between the bidder infrastructure to AOC managed kiosks, or does the Government intend for these to apply to end users? If the latter, the Government needs to take into consideration that many remote users don’t have broadband access to the Internet and no vendor can guarantee latency times for these end use connections. Please clarify.

Answer: **The Offeror will only be required to meet the performance standards for Government users. However, the Internet portion of the proposed system should be designed with consideration for users with broadband access. It is assumed that users without broadband will experience latency through their Internet Service Provider.**
5. Question: Please describe available bandwidth in the current kiosk(s).

Answer: **The Government does not currently use kiosks. The proposal should state bandwidth requirements.**

6. Question: Section 4.1 states that: “*Problems with the reservation system will be directed to a help phone line that will be operated by the Contractor.*” Does this mean that in addition to the Government system administrators, that visitors or end users can call the help desk? Section 2.1, page 17, of the RFP states that: “*The Contractor will not be required to operate a reservation or call center office.*” Please clarify.
- Answer: **Only Government personnel will utilize the help desk function for backend support services. A help line will also need to be operated for end user/visitor technical support only. See also response to Technical Question #9.**
7. Question: Section 4.15 refers to software tables. Does the Government mean database tables here? Does this refer to reviewing a database schema? Please clarify the requirements in this section.
- Answer: **Software tables are database tables. The system will need to be configured to operate. The Offeror will assist the Government in loading any information into the system required to make it operational. Data entry charges should be included in the offeror’s proposal.**
8. Question: Ticketing Kiosks: Will you want Indoor or Outdoor (or combination of both)?
- Answer: **Possibly both. The proposal should list all available functionality and related costs.**
9. Question: Section 4.1, page 12: “*Problems with the reservation system will be directed to a help phone line that will be operated by the contractor.*” Are you expecting visitors to call this help phone line or is this intended for CVC staff to call in case of support issue?
- Answer: **See response to Technical Question #6. Visitors should be able to call a support line for answering technical questions only. Visitors will be directed to contact Member offices or Government staff for booking issues.**
10. Question: Language: “*For the initial implementation phase the Internet site will be in English only, but it may be decided at a later time to have additional languages available.*” What is your expectation in terms of future language/translations?
- Answer: **Languages being considered include Chinese, French, German, Italian, Japanese, Korean and Spanish. Proposal should list all available functionality and related costs.**
11. Question: Barcodes: “*All reservation tickets must contain bar code symbology. This will be used to track and authenticate tickets by automated data collection devices.*” Can you be more specific regarding “data collection devices”? Are you referring to: Turnstiles? Wired or Wireless Scanning Stations or Handheld devices?
- Answer: **System must support both wired scanning stations and wireless handheld scanning devices. Offeror should assume that turnstiles will not be implemented. Each ticket must have a unique identifier that can be printed on the ticket and scanned upon entry to provide real-time attendance tracking. The proposal should identify all required hardware and software for purchase by the Government under this contract.**

12. Question: Section 4.11.3, System Security: *“The Contractor’s data center shall obtain certification and accreditation of systems and facilities in compliance with U.S. Government accepted standards.”* Can you provide U.S. Government accepted standards document for us to review?
- Answer: **The Offeror must obtain certification and accreditation of systems and facilities in compliance with the National Institute of Standards and Technology’s standard specified in special publication 800-37, “Guide for the Security Certification and Accreditation of Federal Information Systems” (dated May 2004). Available at: <http://csrc.nist.gov/publications/nistpubs/800-37/SP800-37-final.pdf>**
13. Question: Section 4.11.10, Database Administration: *“The Contractor shall administer related databases including: Overall database administration, Performance tuning, Applying releases to ensure the database is up to date, and Logging changes.”* Can you clarify our role in this – are we to manage DB’s?
- Answer: **The Contractor will be responsible for database administration.**
14. Question: Section 2.2, page 8: What is the anticipated opening date?
- Answer: **The system should be operational 5 months after award of contract.**
15. Question: Section 3, page 10: What access control hardware is anticipated?
- Answer: **The proposal should identify hardware and software required for all user locations. Proposal should list all available functionality and related costs. See also response to Technical Question #58.**
16. Question: Section 4.11, page 17: Telecommunication management – Is the contractor expected to provide telecom links between data centers and CVC?
- Answer: **The telecommunication will be the responsibility of the offeror and should be included in the license fee overhead. The offeror will be responsible for all Quality of Service issues and providing the necessary infrastructure redundancy.**
17. Question: Will an Active Directory domain be available for all system users and devices or should we plan to set up a separate one for the ticketing system?
- Answer: **The offeror should plan on Active Directory not being available.**
18. Question: Can it be guaranteed that member PC’s will be granted access to the web addresses of the system (i.e., House and Senate firewalls will not block the system’s addresses)?
- Answer: **Yes.**
19. Question: Will the equipment located at the CVC related to ticketing reside on its own network? If yes, who will provide this network? If no, please provide all specifics related to the network?
- Answer: **Yes. The Government will provide a 100Mbps network with 802.11 access. The offeror shall state in their proposal whether they need any additional wired or wireless connectivity.**



20. Question: What is the number and location of ticket terminals required?  
Answer: **Approximately 15 located both within the CVC and in staffed kiosks on the Capitol Grounds. Proposal should list all available functionality and related costs.**
21. Question: What is the number and location of kiosks?  
Answer: **Two to four staffed kiosks on the Capitol grounds with the possibility of additional automated kiosks located off site. Proposal should list all available functionality and related costs.**
22. Question: What is the expectation of the provider around kiosk enclosures? These are typically designed by the project architect to properly match the site's surroundings.  
Answer: **Kiosk design must complement its surroundings, be clearly identifiable, and not bear any large manufacturer/provider advertisement or logo.**
23. Question: Please provide a detailed site plan showing intended locations of all equipment.  
Answer: **Not publicly available. This can be provided to the Contractor during the course of performance under the contract.**
24. Question: The contract stipulates delivery of the solution for UAT testing 5 months after the contract issuance date. Is this in any way flexible?  
Answer: **This is a firm delivery date.**
25. Question: Section 4.1.4, page 21: What is the operation purpose of the ADC?  
Answer: **ADC devices automatically collect information at its source.**
26. Question: Section 2.1.6, page 8: Specifically, what equipment should be included as part of the contract?  
Answer: **The offeror should identify all hardware and software required for all user locations to implement the system.**
27. Question: Section 4.10, page 16: Does the solution require ad hoc reporting generation functionality, enabling users to generate custom reports?  
Answer: **Yes. The offer should list all available reporting functionality of the proposed system.**
28. Question: Section 4.10, page 16: Would the special memento passes be different to the normal tickets used and thus require a separate ticket source when printing?  
Answer: **Unknown at this time but system must provide for this possibility.**
29. Question: Section 4.11.3, page 18: Clarify the list of U.S. Government Accepted Standards the contractor needs to adhere to?  
Answer: **National Institute of Standards and Technology's standard specified in special publication 800-37; Section 508 of the Rehabilitation Act of 1973; and Privacy Act of 1974.**

30. Question: Section 4.11.3, page 18: Which data would require data encryption?  
Answer: **All data should be encrypted.**
31. Question: Section 4.5, page 12: Section states that data “... *must reside in a secure location accessible only by the Government*”. The data must also be accessible by provider for support purposes.  
Answer: **All data will be the property of the United States Congress and can be accessed by the provider for support purposes only.**
32. Question: Is there now or is there intended to be an IT staff dedicated to CVC?  
Answer: **The offeror should provide the necessary support staff for the Advanced Reservation System under the contract. The cost for this should be included in the maintenance and support line items.**
33. Question: Page 16: What is the intent of facility scheduling?  
Answer: **Scheduling rooms for special events and meetings.**
34. Question: Section 4.10, page 17: Would the various languages be implemented as copy or as separate PDF files on the website?  
Answer: **PDF files.**
35. Question: Section 4.10, page 16: Would the CVC be interested in print at home ticket capability?  
Answer: **Yes, home users should be able to print a ticket. Also tour groups and member offices should be able to print tickets.**
36. Question: Section 4.10, page 15: To what extent must products be user-defined?  
Answer: **User-defined options are to be presented by the offeror in their proposal. The solution will need to be able to accommodate unique requirements for the CVC such as those outlined in Section 4.10.**
37. Question: Section 4.10, page 14: Do products refer to multi-attractions?  
Answer: **Yes.**
38. Question: Section 4.10, page 14: What is the operation purpose of tracking audio device inventories in the system?  
Answer: **There is a limited availability for each type of device per product/program.**
39. Question: Section 4.11.3, page 18: Which level of transaction tracking would be required?  
Answer: **All actions by users must be tracked.**
40. Question: Section 4.4, page 11: Is it acceptable for hot-site to only be for production servers?  
Answer: **Yes, as long as the uptime requirement is met.**
41. Question: Section 2, Project Scope: The scope calls for the contractor to host the system. However, the bullets below state “...*host, and maintain reservation web site.*” Please clarify if the AOC desires the contractor to host only the reservation

(consumer / congressional office reservations) or all elements (i.e., Kiosk and Administrative interfaces).

Answer: **The offeror shall present two models:**

1. **Host only the reservation (consumer / congressional office reservations) element.**
2. **Host all elements of the system.**

42. Question: Section 2.2 states the proposal will contain a development schedule. Please clarify what is your definition of a marketing and communication plan for the system provider?

Answer: **The communication plan is to keep all stakeholders apprized of the implementation. The marketing plan is to inform Congress and the public about the system.**

43. Question: In addition you request we deliver other plans such as development plans. However, the schedule states requirements definition to occur after contract signing. What is the expected detail in a development, customization and design plans without knowledge of defined requirements?

Answer: **These documents evolve from basic plans as the project goes forward and must be maintained throughout the project's life.**

44. Question: Section 4.1 states "*Problems with the reservation system will be directed to a help phone line...*" Please define if the callers will be only congressional staff and users or will include citizens attempting to reserve passes.

Answer: **See responses to Technical Question #6 and #9.**

45. Question: Section 4.2 mentions an automated kiosk interface. Do you have additional details on the software and hardware requirements for this part of the solution? Are you looking for the contractor to supply the Kiosk hardware? Are the Kiosks going to be placed indoors or outdoors?

Answer: **The proposal should identify hardware and software required for the proposed solution for all user locations. The Government is not seeking to dictate a solution to the vendor. See also responses to Technical Question #1, #3 and #8.**

46. Question: Section 4.2.1 refers to congressional staff and reservation access and scheduling. Will the congressional offices be creating events or will they be making reservations to defined events in the system (established by your administrators, i.e. 10 AM tour on 9/1/07).

Answer: **Congressional offices will be making reservations to defined events in the system.**

47. Question: Section 4.4 refers to an audit trail. Please define the detail required by your agency for an audit trail on a visitor for "agency management reporting."

Answer: **System must be able to track and report on all user actions.**

48. Question: Section 4.10, Table 2, Products: References existing and additional products. Are all existing products defined in section 4.10?  
Answer: **Yes.**
49. Question: The requirements reference a theatre multiple times. Will the passes be issued only for the theatre? If no please define some of the other “products” passes will be issued for.  
Answer: **The two orientation theaters are cited as product/program examples. The system must allow CVC administrators to add and define multiple additional products/programs and all of their parameters at will.**
50. Question: Tour Operator Controls: Do you have a defined business process for tour operator/school group registration? Please define if the authorization process is part of the proposed system or external to the proposed solution. Please define the business process in which “authorization number” is used to obtain passes and the exceptions that you are considering at this time.  
Answer: **No current process is in place but this should be addressed in the proposal for the proposed system.**
51. Question: Do you have an existing structure for delegate codes? If yes please share this.  
Answer: **No structure is currently in place but should be part of the proposed system.**
52. Question: In the Time Pass Advance Reservations please define if users are permitted to browse dates or restricted to a search where only the “lowest expected visitation day with the preferred dates” is an option.  
Answer: **Both practices should be available.**
53. Question: In the confirmation number process please clarify the business process for offering a “confirmation” after a reservation request has been generated.  
Answer: **No current process is in place but should be part of the proposed system.**
54. Question: Performance measures references call volume. The RFP references that calls will be directed to local congressional offices. Please clarify the process in which a call made to a congressional office is recorded in the reservation system regardless of a booking.  
Answer: **Not applicable to calls made to congressional offices.**
55. Question: What are the show times at the two orientation theaters? Are the times staggered? And what is the length of the tours?  
Answer: **Each show cycle is twenty minutes and shows are staggered by ten minutes. See also response to Question #49.**
56. Question: How many “Cashier” stations for will-call and information desks?  
Answer: **Approximately 15.**
57. Question: How many self-service Ticket Vending Machines at the Kiosk?  
Answer: **Unknown at this time but proposal should list all available functionality and related costs.**

58. Question: For your access control, do you prefer turnstiles or handheld scanners? Is there access control at the exit of the CVC to keep an “In-Site” count, and how many would you need at each location?
- Answer: **Turnstiles will not be considered. Proposal should list all other available functionality and related costs.**
59. Question: Do you capture any other demographic data such as adult or child?
- Answer: **Yes. A list of desirable demographics includes but is not limited to:**
- **Age group or type of school (e.g., college, high, middle, elementary, etc.)**
  - **Type of group (e.g., school, church, adult organization, civic, scouts, etc.)**
  - **Contact type (e.g., parent, teacher, principal, pastor, etc.)**
60. Question: Is there an existing system? If so, would this new system replace it or would they operate concurrently?
- Answer: **Due to security concerns, information on the existing system will be released only to the successful offeror at the time of award. The new system under the contract will replace the existing system. The old system will be run in parallel until decommissioned. It has been decided that data from the old system will not be imported into the new system.**
61. Question: Will visitors need an ID that matches the name on the printed tickets, on-line reservation, and/or the confirmation number?
- Answer: **Proposal should provide best practice recommendations and related functionality.**
62. Question: Will an ID be required with passes to prevent pass swapping/selling?
- Answer: **Proposal should provide best practice recommendations and related functionality.**
63. Question: Will obfuscation data entry be required on the web version to prevent automated capture of tickets?
- Answer: **Yes. Proposal should provide best practice recommendations and related functionality.**
64. Question: Will visitors be able to print their own tickets, at home for example?
- Answer: **Yes. Home users may need to print tickets that can be scanned on site for admission into the theaters. See response to Technical Question #35.**
65. Question: Should the system require the data entry of the visitor’s name, address and/or telephone number for tickets acquired on-site at the CVC?
- Answer: **The system should have this function and the ability for CVC staff to deactivate it.**

- 66: Question: Who designed the current CVC website?  
Answer: **Internally designed. The Advanced Reservation System screens and system elements must be coordinated with the CVC identity program.**
- 67: Question: Who is hosting the current CVC website?  
Answer: **Government furnished. Offeror must coordinate with the Government's designee for interfacing to the CVC website.**
- 68: Question: The last bullet of Section 2.1 references "customer and operator." Please clarify the definition of each of these roles.  
Answer: **This is referring to both CVC staff (operator) and Member's staff (operating customer).**
- 69: Question: The last bullet of Section 4.2 indicates that kiosks will be deployed. Please provide additional information about the number and location(s) of the kiosks as well as their intended use.  
Answer: **See response to Technical Question #21. Proposal should list all system functionality.**
- 70: Question: Do all guests have to see the orientation movie prior to visiting the CVC even if they do not choose a guided tour?  
Answer: **No. For example: The CVC may be general admission and the orientation film may be the ticketed prerequisite for a guided tour. However, the system must be designed with maximum flexibility in mind.**

## Section 2 – Solicitation Questions:

1. Question: Section B, B.2 Schedule: Are Option Schedules 1 through 4 (Items 5 through 16) for Years 2 through 5 of the contract?

Answer: **Yes, Option Schedules 1 through 4 are for work to be performed under the option years of the contract.**
2. Question: Section B-2 Schedule, Page 5: Can you explain exactly what is meant by listing “options”? Are you asking for different “pricing levels”?

Answer: **Options are for continuing work that the Government anticipates needing in future years. Offerors should provide prices for the items listed that cover the costs of performing that work in the year it will occur. For example, Option Schedule 1 will cover a period of one year from approximately May 1, 2008 through April 30, 2009. Offerors should include the prices they project for that period for the items in Option Schedule 1.**
3. Question: AOC Past Performance Questionnaire: How many references are we to provide as part of our response?

Answer: **A minimum of three (3). Ref. Section L, Instructions for Preparing the Technical Proposal, paragraph (a)(1)(a)(iii), Factor 3 – Past Performance.**
4. Question: Who sends out the Past Performance Questionnaire form?

Answer: **Offerors are to provide the questionnaire to their references. The references are then to submit the completed questionnaire directly to the AOC.**
5. Question: Regarding Technical Proposal Preparation Instructions (Section L, Page 59): The requested outline does not include section 4 of the SOW. Where does AOC want bidders to address the functional system requirements in section 4?

Answer: **Offerors may address the requirements in Section 4 of the SOW where applicable in their proposal, either throughout or in a specific section.**
6. Question: CLIN 0001 is a fixed price for Development and Implementation of the System Software. The second bullet in Section 2.1 says that we are to “*Develop and/or customize advanced reservation and timed pass system to fit requirements outlined in this document*”; however, the last paragraph of Section 1.2 says that “*The system requirements and assumptions will likely evolve during Contractor discussions and the design phase of work ...*”. If the requirements and assumptions change, they will be out of scope. Currently there are no CLINS provided to accommodate this additional work. Would it be possible to add additional CLINS for professional services (development, testing, etc.) to ensure that this work is accounted for under the contract?

Answer: **Offerors are to provide a fixed cost for CLIN 001 that includes the cost of providing the necessary services to design and implement the new system as required by the SOW. Any changes to the specifications under the contract will be addressed through modifications. Offerors are to provide a breakout of the cost items included under CLIN 001 to assist the Government in determining price reasonableness of the offer and any contract modifications.**

7. Question: We find it highly unusual that we will not be able to give a live, in-person demonstration. The size and scope of this project while not being exceedingly large, is very complex. The alternative we propose [is] to provide a custom developed CD, which would demonstrate the specific capability of the software as requested by the RFP. However the user may not change those parameters. Would this be acceptable?
- Answer: **Section L will be revised to allow for offeror presentations in lieu of submitting a demonstration.**
8. Question: Please refer to Section B, page 3, paragraph B.2 Schedule, Item No. 0001, under “Quantity & Unit” column: What is the definition of “LS”?
- Answer: **Lump sum.**
9. Question: Clarification on the B-2 schedule: Does the Schedule, and Option Schedules, represent 5 years of fees, or different pricing structures for the initial bid?
- Answer: **See response to Solicitation Question #2.**